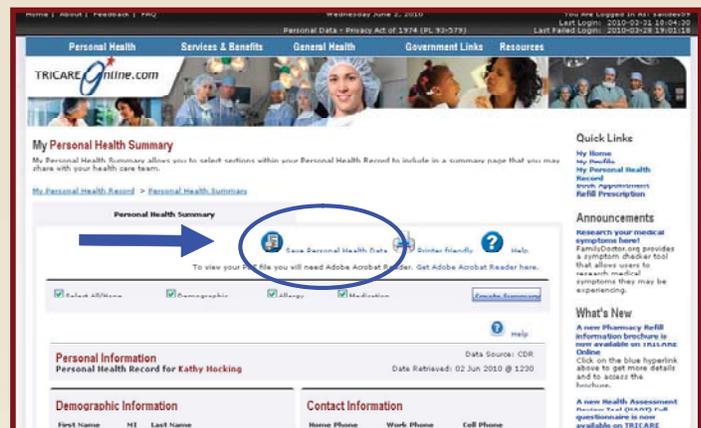


DHSS Clinical Support Division Rapidly Launches New Capability for TRICARE Online Users

The rapid release by DHSS of the “Blue Button” option on TRICARE Online is being lauded by Navy Rear Adm. Christine Hunter, deputy director of TRICARE Management Activity.

The new feature, which launched on June 9, allows authorized TRICARE Online users to save their personal health data, such as medication and allergy profiles, demographic information and a personal health summary to a read-only Portable Document Format (PDF) file. To save their data into a pdf, TRICARE Online users will select the blue icon entitled “Save Personal Health Data” as shown on this screen shot (right).

Hunter praised the rapid work done by the DHSS Clinical Support Division during her June 15 TMA All Hands briefing and



during a demonstration of the “Blue Button” icon at the EHR Today Open House on June 11. She describes it as a major step forward in engaging TRICARE beneficiaries to participate in their own health care.

TRICARE Online is the Military Health System patient Web portal for online appointing services, online pharmacy refills, personal health information, online health assessment surveys, electronic claims processing, as well as information on health education, TRICARE services and benefits. With over 633,000 active accounts, an average of 15,000 appointments are booked online each month using TRICARE Online. To access the website, click onto www.tricareonline.com.



TRICARE Management Activity Deputy Director Navy Rear Adm. Christine Hunter, right, discusses the value of the new TRICARE Online Blue Button with DHSS Program Manager Dan Magee and TRICARE Online subject matter expert Ann Campbell.

Guarding the Health Care of Those Who Guard Us

Aurora, Col.—Every day, a small, loyal band of federal investigators in Colorado works to detect fraud and helps return millions of dollars to the Defense Health Program. The award-winning, 11-member TRICARE Program Integrity Office examines fraud, waste or abuse activities worldwide including all purchased care and direct care settings within the Military Health System.

Using tools built and maintained by the DHSS Resources Division, the TRICARE Program Integrity Office staff discovers irregular claims, spots billing spikes, and tracks to the penny the amount of money eligible for return to TRICARE. In 2009, the Program Integrity Office returned over \$40 million dollars to TRICARE in health care fraud whistle blower complaint cases. This includes over \$33 million to TRICARE in the \$2.3 billion dollar settlement Pfizer negotiated in September 2009 for illegally marketing its

painkiller Bextra. According to the Sept. 3, 2009 New York Times, the Pfizer case is the largest health care fraud settlement and the largest criminal fine of any kind ever.

The office also identified over \$45 million dollars in billing practices by disallowing services that otherwise would have been paid. The staff recouped over \$4 million dollars in identified overpayments to providers and discovered over \$2 million dollars in payments to beneficiaries who were no longer eligible or entitled to TRICARE or direct care benefits.

In June, this high-performing, dedicated government team of credentialed professionals received a Team Award for Anti-Fraud Initiatives from the Under Secretary of Defense (Comptroller) for the more than \$90 million dollars recovered as a result of their anti-fraud initiatives.

DHSS Tools Used

The staff uses the Purchased Care Detailed Information System and the Purchased Care Data Warehouse daily to closely scrutinize TRICARE Encounter Data and Health Care Service Record health care detail claims related data. With PCDIS and PCDW, the staff examines claims by provider, beneficiary, internal control/claim number, and fiscal year. The comprehensive 10 year online PCDW database is especially helpful to the staff's ability to quickly examine the growing number of investigations it handles, says Director Rose Sabo.

In addition to Program Integrity Staff, PCDIS users include TRICARE health care managers and analysts, beneficiary counseling and assistance coordinators, third party liability litigators, and claims processors. The detailed data within PCDIS includes purchased care cost and workload, as well as network and non-network provider



TRICARE Program Integrity Office Director Rose Sabo holds the Team Anti-Fraud Initiatives Plaque the office received from the Under Secretary of Defense Comptroller. This plaque is one of seven awards the staff received for the more than \$90 million dollars they helped return to TRICARE in 2009. Shown with Ms. Sabo are (from left) Dan Johnson, James Gogue, John Marchlowska, Cindy Roegner, Don Wunderlin, Eric King, Helen Hilton, Tracy Coufal and Joe O'Brien.

Guarding the Health Care

Continued from page 2

information, and is used to help identify TRICARE resource sharing opportunities and any money available for recapture by military direct care facilities.

Known as PCDIS “power users,” Program Integrity staff are a driving force behind continuing efforts to identify and launch PCDIS upgrades and enhancements. “We are committed to expanding and augmenting the capabilities of PCDIS because of its value to our office to continue to provide the level of information required to fight health care fraud and abuse against the TRICARE program,” said Sabo.

In developing cases for prosecution or settlement action, the staff delivers technical assistance, program know-how and support to the DOD Office of the Inspector General for Investigations,

Department of Justice and U.S. Attorney Offices. This includes trial preparation support such as creating reports, charts and graphs for exhibit at trial and expert witness testimony about TRICARE and its benefits. The Program Integrity Office refers fraud cases to the Defense Criminal Investigative Service and coordinates investigative activities with the Federal Bureau of Investigation, Military Criminal Investigative Offices, and, as needed, to other federal, state and local agencies.

Sabo, who retires on July 1, is extremely proud of the Program Integrity Office staff she’s led. “Our motto is ‘Guarding the care of those who guard us,’ and we strive every day to keep that promise,” she said.

The Financial Impact of Health Care Fraud

According to the National Health Care Anti-Fraud Association estimates, up to three percent of all health care spending--\$68 billion--is lost to health care fraud. Other estimates by government and law enforcement agencies place the loss as high as 10 percent, or \$226 billion. The majority of this fraud is committed by a very small minority of dishonest health care providers. The most common abuses include the following:

- Billing for services that were never rendered
- Billing for more expensive services
- Performing medically unnecessary services
- Falsifying a patient’s diagnosis
- Waiving patient co-pays or deductibles and then over-billing the insurance carrier or benefit plan.

DHSS Products Demonstrated During OCIO EHR Today Open House

Seven DHSS products were demonstrated during the highly successful OCIO EHR Today Open House on June 11. The theme, "Have You Seen AHLTA Lately," featured demonstrations from the Defense Health Information Management System, the Tri-Service Infrastructure Management Program Office and DHSS on the key capabilities, latest initiatives and successes of the EHR. The following DHSS products were featured: Defense medical Logistics Standard Support, DMLSS Customer Assistance Module, Patient Movement Items Tracking Systems, Clinical Data Mart, ESSENCE Medical Surveillance, Patient Safety Reporting and TRICARE Online.

Dan Magee, DHSS Program Manager, served as an official escort during the inaugural event and participated in an afternoon media panel where he discussed the latest capabilities of the EHR and the products supporting its capabilities worldwide



Dan Magee, DHSS Program Manager, joins Allen W. Middleton, left, Acting Principal Deputy Assistant Secretary of Defense for Health Affairs, as he is being briefed on the newest capabilities of TRICARE Online.



The DHSS DCAM team Barbette Stevenson, left, and Vallerie Jones, at the EHR Open House Today. DCAM is a medical logistics ordering tool allowing users to electronically view and order supplies.



Clinical Data Mart Subject Matter Expert, Jennifer Zane, left, demonstrates CDM to an open house attendee.

TRICARE Online Booking Appointments for Minors Now Available

TRICARE Online Booking Appointments for Minors, known as TBAM, is now available. With TBAM, TRICARE users can schedule, view and cancel primary care and select, self-referral specialty appointments for themselves, authorized family members and minors under the age of 18.



For security purposes, access to TBAM requires TRICARE Online users to log onto TRICARE Online using either a Defense Manpower Data Center DoD Self-Service Logon or a Common Access Card. Once logged in, users can see a list of their family members and can schedule, view or cancel appointments on TRICARE Online.

TRICARE Online is the Military Health System patient Web portal for online appointing services, online pharmacy refills, personal health information, online health assessment surveys, electronic claims processing, as well as information on health education, TRICARE services and benefits.

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